

To: Freed, Chris[Freed.Chris@epa.gov]; Grantham, Jessica[Grantham.Jessica@epa.gov]
From: Duffy, Eirinn
Sent: Mon 8/10/2015 2:07:32 PM
Subject: RE: eBusiness Orders Placed Over Weekend - Problems

Chris,

The Mifi activations have been processed and I will confirm once they are complete.

Please confirm that you want the iPhone for Deirdre Rothery and the additional aircard for David Ostrander shipped to the following address:

Durango downtown inn
Attention: Robert Freed
800 Camino Del Rio
Durango, CO. 81301

Thank you,

Eirinn Duffy
ECS Team- EPA ITS-ACT Contractor
Telecommunications Analyst
Email: duffy.eirinn@epa.gov

PLEASE NOTE If you require Mobile Device related assistance, please use the following contacts:
EZTech Locations - EPA Call Center 866-411-4372 (option 3) or EZTech@epa.gov
All Other Locations - EPA Call Center at 866-411-4EPA or EPACALLCENTER@epa.gov

-----Original Message-----

From: Freed, Chris
Sent: Monday, August 10, 2015 9:41 AM
To: Grantham, Jessica
Cc: Duffy, Eirinn
Subject: Re: eBusiness Orders Placed Over Weekend - Problems

So are we good to go then on those mifis?

Sent from my iPhone

> On Aug 10, 2015, at 7:24 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>

> Let us know what we can do to help.

>

>

> Jessica Grantham

> Sr. Telecommunications Analyst

> Mobile Device Business Office

> ECS Team - EPA ITS-ACT III Contractor

>

>

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> or EPACALLCENTER@epa.gov

>

> -----Original Message-----
> From: Freed, Chris
> Sent: Monday, August 10, 2015 9:08 AM
> To: Grantham, Jessica
> Cc: Duffy, Eirinn
> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>
>
> Just occurred to me. The reason I have these spares is because service was activated on the replacement device.
>
> Bear with me. I'm getting pulled in about 50 different directions
>
>
> Sent from my iPhone
>
>> On Aug 10, 2015, at 6:49 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>
>> You need to make sure that all the new devices are activated prior to us getting service on the old devices.
>>
>> Thanks.
>>
>> Jessica Grantham
>> Sr. Telecommunications Analyst
>> Mobile Device Business Office
>> ECS Team - EPA ITS-ACT III Contractor
>>
>>
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>> or EPACALLCENTER@epa.gov
>>
>> -----Original Message-----
>> From: Freed, Chris
>> Sent: Monday, August 10, 2015 8:48 AM
>> To: Grantham, Jessica
>> Cc: Duffy, Eirinn
>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>>
>> I also order 2 new devices. iPhone for Deirdre Rothery and usb
>> aircard for David Ostrander can I change the shipping address? If so
>> please ship to
>>
>> Durango downtown inn
>> Attention: Robert Freed
>> 800 Camino Del Rio
>> Durango, CO. 81301
>>
>>
>>
>> Sent from my iPhone
>>
>>> On Aug 10, 2015, at 6:42 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>>>
>>> Got it.
>>>
>>>
>>> Jessica Grantham
>>> Sr. Telecommunications Analyst
>>> Mobile Device Business Office
>>> ECS Team - EPA ITS-ACT III Contractor
>>>
>>>
>>> ***PLEASE NOTE*** If you require Mobile Device related assistance, please use the following contacts:
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>>> EZTech@epa.gov All Other Locations - EPA Call Center at 866-411-4EPA
>>> or EPACALLCENTER@epa.gov
>>>
>>> -----Original Message-----
>>> From: Freed, Chris
>>> Sent: Monday, August 10, 2015 8:42 AM
>>> To: Grantham, Jessica
>>> Cc: Duffy, Eirinn
>>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>>>
>>> These were leftover devices that were just recently replaced with newer devices. We need these leftover devices activated with new service. I thought add service to existing device was the appropriate option.
>>>
>>> Sent from my iPhone
>>>
>>>> On Aug 10, 2015, at 6:38 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>>>
>>>>